Healthwatch Liverpool Enter and View Report (GP)

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Section 1: Introduction to Healthwatch Liverpool Enter and Views – Powers to Enter and View Services

Healthwatch Liverpool was established under The Health and Social Care Act 2012 and came into being in April 2013. Healthwatch Liverpool is the successor organization to Liverpool Local Involvement Network (LINk), and will carry forward the functions of LINk retaining the powers to scrutinize and Enter and View health and social care services, along with carrying out additional functions and exercising additional powers.

The aim of Healthwatch Liverpool is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Liverpool enables people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well, and where they can be improved.

Healthwatch Liverpool is able to alert Healthwatch England to concerns about specific care providers.

Healthwatch Liverpool provides people with information about their choices and what to do when things go wrong; this includes signposting people to the relevant provider, and supporting individuals who want to complain about NHS services.

Healthwatch Liverpool provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.

In order to enable Healthwatch Liverpool to gather the information it needs about services, there are times when it is appropriate for Healthwatch Staff and Volunteers to see and hear for themselves how those services are provided. That is why the Government has introduced duties on certain commissioners and providers of health and social care services (with some exceptions) to allow authorized Healthwatch representatives to enter premises that service providers own or control to observe the nature and quality of those services. Healthwatch Enter and Views are not part of a formal inspection process, neither are they any form of audit. Rather, they are a way for Healthwatch Liverpool to gain a better understanding of local health and social care services by seeing them in operation. Healthwatch Enter and View participants are not required to have any prior in-depth knowledge about a service before they Enter and View it. Their role is simply to observe the service, talk to service users and staff if appropriate, and make comments and recommendations based on their subjective observations and impressions in the form of a report. The Enter and View Report is aimed at outlining what they saw and making any suitable suggestions for improvement to the service concerned. The reports may also make

recommendations for commissioners, regulators or for Healthwatch to explore particular issues in more detail. Unless stated otherwise, the visits are not designed to pursue the rectification of issues previously identified by other regulatory agencies. Any serious issues that are identified during a Healthwatch Enter and View visit are referred to the service provider and appropriate regulatory agencies for their rectification. The Enter and View visits are triggered exclusively by feedback from the public unless stated otherwise.

In the context of the duty to allow entry, the organisations or persons concerned are:

- NHS Trusts, NHS Foundation Trusts
- Primary Care Trusts
- Local Authorities
- a person providing primary medical services (e.g. GPs)
- a person providing primary dental services (i.e. dentists)
- a person providing primary ophthalmic services (i.e. opticians)
- a person providing pharmaceutical services (e.g. community pharmacists)
- a person who owns or controls premises where ophthalmic and pharmaceutical services are provided
- Bodies or institutions which are contracted by Local Authorities or NHS Trusts, Primary Care Trusts or Strategic Health Authorities to provide care services.

Section 2: Basic Details about the Service visited

Name of the Service that was Entered and Viewed:

Brownlow Group Practice
70 Pembroke Place
Liverpool
L69 3GF

The other three sites run by Brownlow Health were not visited on this occasion.

Section 3: General profile of the service that was Entered and Viewed

Brownlow Health is a GP practice that provides general medical services, student health and homelessness services over four sites in Liverpool:

- Brownlow Group Practice (Pembroke Place)
- Ropewalks (Liverpool One)
- The Student Health Centre (Mount Pleasant)
- University of Liverpool students can also attend the nurse-led Student Health Advice Centre (SHAC, Mossley Hill) during term time.

Section 4: Basic Details about the visit

The Date of the Enter and View Visit:
25.07.2013

The Time of the Enter and View Visit: 11.00am – 12.20pm

Names of the members of the Healthwatch Enter and View Team that undertook the visit:

John Bruce
Moira McLoughlin
Inez Bootsgezel
Maria Campbell (Observer)

The type of Enter and View Visit undertaken:

Standard unannounced visit ☑
(The practice was notified the previous afternoon)

Section 5: The reason for the Enter and View Visit

To verify service user feedback ☐

Responding to a request from a services regulator or commissioner ☐

Responding to a request from the service provider ☐

Other ☑

If other was ticked, the following states the reason for the visit:
Fact-finding visit with a particular interest in the services aimed at homeless people, as well as verifying some service user feedback.

Section 6: The Methodology of the Healthwatch Liverpool Enter and View Visit

The visit is not designed to be an inspection, audit or an investigation of the service, rather it is an opportunity for Healthwatch Liverpool to get a better understanding of the service by seeing it in action and talking to staff and service users. Healthwatch Liverpool seeks to identify and disseminate good practice wherever possible. However, if during a visit Healthwatch Liverpool identifies any aspects of a service that it has serious concerns about, then these concerns are to be referred to the appropriate regulator or commissioners of the service for investigation or rectification. Any

safeguarding issues identified will be referred to the Local Authority for investigation.

The rectification of less serious issues may be directly with the service provider.

The Healthwatch Liverpool Enter and View Team rated aspects of the services that they viewed in the following way:

Star Rating Poor = 1
Star Rating Fair = 2
Star Rating Average = 3
Star Rating Good = 4
Star Rating Excellent = 5

If at any stage it is not possible to rate against a particular aspect of a service then, 'Not Rated' is entered, and an explanatory comment is entered in the relevant section (Please note that 'Not Rated' is not used here as an evaluative expression. It simply indicates the absence of a rating). The Healthwatch Liverpool Enter and View Team are given the option to comment or make a recommendation immediately below the ratings. If the Enter and View Team chooses not to comment this should not be taken as a negative or a positive indication regarding relevant aspects of the service.

Section 7: Ratings and Comments

7a.

Rating and comments regarding the **Exterior** of the premises visited						
Parking	1	**2**	3	4	5	Not rated
Physical Access	1	2	3	4	**5**	Not rated
Upkeep of grounds	1	2	3	4	5	**Not rated**
Upkeep of building's exterior	1	2	3	**4**	5	Not rated
Hygiene, cleanliness	1	2	3	4	**5**	Not rated
Exterior General Rating	1	2	3	**4**	5	Not rated
General comments: Due to the location parking is an issue. Patients can be dropped off and picked up, and some street parking is available.						
Recommendations: Re-designation of existing parking spaces to facilitate parking for disabled drivers (although we understand this needs cooperation from the University of Liverpool).						

7b.

Rating and comments regarding the **Reception** at the premises visited						
Information	1	2	3	4	**5**	Not rated
Décor	1	2	3	4	**5**	Not rated
Freedom from obstructions and hazards	1	**2**	3	4	5	Not rated

Hygiene, cleanliness	1 2 3 4 **5**	Not rated
Reception General Rating	1 2 3 4 **5**	Not rated
General comments: Overall light and airy. The reception desk is far enough from the general waiting area to provide some privacy for patients. The tape in the queuing area reduces the space available for wheelchair/scooter users.		
Recommendations: Ensure the tape running parallel to the reception desk is positioned to allow easy access for wheelchair/scooter users.		

7c.

Rating and comments regarding the **Corridors, Lifts** and **Stairways**		
Physical Access	1 2 3 4 5	**Not rated**
Décor	1 2 3 4 5	**Not rated**
Freedom from obstructions and hazards	1 2 3 4 5	**Not rated**
Hygiene, cleanliness	1 2 3 4 5	**Not rated**
Corridors, Lifts and Stairways General Rating	1 2 3 4 5	**Not rated**
General comments: None		
Recommendations: None		

7d.

Rating and comments regarding the **Waiting Room**		
Physical Access	1 2 3 4 **5**	Not rated
Décor	1 2 3 4 **5**	Not rated
Freedom from obstructions and hazards	1 2 **3** 4 5	Not rated
Hygiene, cleanliness	1 2 3 4 **5**	Not rated
Waiting room General Rating	1 2 3 **4** 5	Not rated
General comments: Again, a light and clean space. There are notice boards on the walls with information for patients. The way some of the chairs have been positioned reduces the space available for wheelchair/scooter users to move freely.		
Recommendations: If possible, look at re-configuring some of the seating near the entrance doors in the waiting area to allow more freedom of movement for patients using wheelchairs or scooters.		

7e.

Rating and comments regarding the **Treatment Room(s) (if applicable)**

Physical Access	1 2 3 4 **5**	Not rated
Décor	1 2 3 **4** 5	Not rated
Freedom from obstructions and hazards	1 2 3 4 **5**	Not rated
Hygiene, cleanliness	1 2 3 4 **5**	Not rated
Treatment room General Rating	1 2 3 4 **5**	Not rated
General comments: We were shown one treatment room which was spacious and clean. It had some toys available, as it is sometimes used by a Health visitor.		
Recommendations: None		

7f.

Rating and comments regarding the **Toilet Facilities**		
Physical Access	1 2 3 4 **5**	Not rated
Décor	1 2 3 4 **5**	Not rated
Freedom from obstructions and hazards	1 2 3 4 **5**	Not rated
Hygiene, cleanliness	1 2 3 4 **5**	Not rated
General comments: Clean, accessible toilet		
Recommendations: None		

7g.

Collated Patient/ Service user feedback: During the Enter & View visit we spoke with 9 patients in the waiting room. Their feedback is as follows:	
Staff attitude	**1** - **2** - **3** - **4**(x2) **5**(x7) **Not rated** -
Hygiene, cleanliness	**1** - **2** - **3** - **4**(x1) **5**(x7) **Not rated** (x1)
Access by public transport	**1** - **2** - **3** - **4**(x1) **5**(x3) **Not rated** (x5)
Repeat prescriptions service	**1** - **2** - **3** - **4** - **5**(x4) **Not rated** (x5)
Dignity in treatment, care	**1** - **2** - **3** - **4**(x2) **5**(x7) **Not rated** -
Ease of booking appointment	**1** - **2** - **3**(x1) **4**(x3) **5**(x3) **Not rated** (x2)
Advice re condition, treatment	**1** - **2** - **3** - **4**(x2) **5**(x5) **Not rated** (x2)
Booking in system	**1** - **2**(x1) **3** - **4**(x1) **5**(x3)

	Not rated (x4)
Appointment punctuality	**1** - **2** - **3**(x1) **4**(x4) **5**(x2) **Not rated** (x2)
Accessibility of information	**1** - **2** - **3** - **4**(x2) **5**(x5) **Not rated** (x2)
Respect for equality, diversity	**1** - **2** - **3** - **4** - **5**(x6) **Not rated** (x3)
Patient/ Service user feedback General Rating 1	**1 2 3 4 5**

General comments:

- Alright, they look after you
- Select own medicine by choice. Don't need to book, variable wait as it's a drop-in appointment. Staff are very helpful.
- They're good.
- Booking-in system is unhygienic – it's a touch screen.
- Parking is difficult.

Recommendations:

- No, everything is alright.
- Appointment times – to be able to book them on the phone. You have to walk in, can't get a same-day appointment on the phone.

7i.

General comments

The comments below are based on the responses provided by Tina Atkins, Management Partner, to questions asked by the Healthwatch visitors.

General practice information:

As mentioned above, Brownlow Health operates from four sites, of which the Brownlow Group Practice at Pembroke Place that we visited is one. There are 28,000 registered patients across the sites. Brownlow Health has 8 partners (6 GPs, 1 Nurse, 1 Practice Manager), 10 Associate GPs and 19 Nurses. As it is a training practice for GPs, in addition 4 doctors in postgraduate GP training work at Brownlow Health per year. Currently there are 8 male GPs out of a total of 20 GPs, and one male nurse out of a total of 19 nurses.

Patients can attend any of the 3 GP sites (students in term-time have access to the Mossley Hill site as well). To provide better continuity of care clinicians work across no more than 2 sites. The practice serves the general population but has a relatively large proportion of patients who are students, and additionally provides services tailored to homeless and/or more vulnerable people.

Appointments system:

Generally appointments are offered on a 50% same day walk-in basis (8.30am - 4.00pm), and a 50% pre-booked appointments basis. This is based on responses to the annual patient survey and the fact that in the past 25% of appointments

were not attended (Did not Attend - DNA). Walk-in patients are given priority over the booking of further appointments, for example when staffing levels are low due to sickness. Appointment times are extended until 19.45pm on three days per week although this is not reflected in the information provided on the website.

Accessibility:
The practice building itself is accessible, but parking is a problem, particularly for patients with limited mobility. Brownlow Group Practice unsuccessfully asked the University of Liverpool to re-designate two parking spaces near the main door as disabled parking spaces. (We presume the premises belong to the University). The practice has no mobile hoist available.

Accessibility of information:
Written information can be provided in other languages and when necessary interpreters will be used. Staff also use online translation sites, particularly if only a word or two is causing difficulty. The practice website has differing information available in a variety of languages.
Of the students registered with the practice around 10% are Chinese. It was found that many Chinese students had no expectations of confidentiality, and as a result could be more reluctant to use the Student Health /GP service. To address this staff attend various events, particularly at the beginning of the academic year, to reassure the students and provide information. At the start of term Chinese 'link' workers are also available.

Services for homeless/ more vulnerable patients:
A drop-in clinic aimed at homeless patients is provided on Thursday afternoons 12.30pm – 2.30pm (although Ms Atkins explained it regularly overran and rarely finishes before 4.45pm). At those times the practice is closed to other patients.

Other agencies are involved with the drop-in, for example staff from drug and alcohol services are available to patients, and there is a waiting room mentor available 5 days per week between 11am-5pm, employed through the Whitechapel Centre (a homeless and housing charity) to support more vulnerable patients attending the practice. This has proved to be beneficial and popular both with patients and staff. This post is currently being funded by Liverpool City Council, and there is some concern that any cuts to this funding would have a negative impact on the ability of Brownlow Group Practice to be able to deliver its homeless services to the same standard.

All staff are recruited with careful attention to their suitability for working with the practice's diverse population, and there is an in-service training programme for staff. Some of the GPs have a special interest in homelessness, whilst one receptionist is involved on a voluntary basis with The Whitechapel Centre.

The Clinical Commissioning Group (CCG) provides funding for a local enhanced service for the homeless which covers the costs of employing 2 homeless outreach nurses.

A nurse specialising in alcohol problems is funded by Public Health and also provides outreach services, while another nurse specialises in the care of patients with Hepatitis C - this GP practice was the first nationally to provide such a service.

A bi-weekly multi-disciplinary team (MDT) meeting takes place with staff from the adjacent Royal Liverpool Hospital and other organisations to discuss homeless patients who have visited A&E, and to improve use of the most appropriate service (often the GP service). It is hoped that Mersey Care, the Mental Health Trust, will become involved in these meetings in future.

Recommendations:

- We recognise that it is impossible to have an appointment system that is suitable for all patients. However, from feedback received both during our visit and from patient feedback received beforehand, some patients want the flexibility to make a same-day appointment (instead of waiting at the walk-in). We would therefore recommend the practice investigates if it could incorporate some timed slots for same-day appointments.
- The Healthwatch Liverpool visitors were pleased to learn more about the practice's provision of health services aimed at homeless and more vulnerable patients. The role of the waiting room mentor is influential in this, and although not in Brownlow Group Practice's remit, we think it would be a step back if this post were to be removed.

Section 8: Collated Recommendations:

- Re-designation of existing parking spaces to facilitate parking for disabled drivers (although we understand this needs cooperation from the University of Liverpool).
- Ensure the tape running parallel to the reception desk is positioned to allow easy access for wheelchair/scooter users.
- If possible, look at re-configuring some of the seating near the entrance doors in the waiting area to allow more freedom of movement for patients using wheelchairs or scooters.
- We recognise that it is impossible to have an appointment system that is suitable for all patients. However, from feedback received both during our visit and from patient feedback received beforehand, some patients want the flexibility to make a same-day appointment (instead of waiting at the walk-in). We would therefore recommend the practice investigates if it could incorporate some timed slots for same-day appointments.
- The Healthwatch Liverpool visitors were pleased to learn more about the practice's provision of health services aimed at homeless and more vulnerable patients. The role of the waiting room mentor is influential in this, and although not in Brownlow Group Practice's remit, we think it would be a backward step if this post were to be removed.

Section 9: Safeguarding

Were there any safeguarding concerns identified during the enter and view visit Yes / **No**

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies.

If any safeguarding issues are identified during a Healthwatch Enter and View the Local Authority will be notified on the same day as the Enter and View visit.

Section 10: Contact Details

Healthwatch Liverpool Scrutiny

151 Dale St

Liverpool

L2 2AH

Main Number: 0151 227 5177 on prompt add extension number 3255 for direct contact
Fax: 0151 237 3998
Textphone: 0151 237 3999
Group email healthwatchliverpool@lcvs.org.uk
Website www.healthwatchliverpool.co.uk